KRONOS SUPERVISOR/MANAGER FAQ

GENERAL USAGE

1. Will Kronos notify me once my employees have finished entering and approving their time?
   a. No, Kronos is not a workflow system so there aren't any notification messages. You will simply need to sign in to Kronos and see whether your employees have finished entering and approving their time. You may also ask your employees to email or call you when they are done if you wish. Or, you may want to consider adding this task to your Outlook calendar so that you have a reminder.
2. Can I approve my employee's time as soon as they have entered it or do I need to wait until the pay period is over?
   a. You may approve time immediately after your employee has approved it. You may NOT approve their time before they have approved it. Please look at the AP column and make sure it has a 1 in it before you approve it as a supervisor.
3. Do I need to review every comment made by my employees on their timecard?
   a. The comments field can be an important communication piece between the employee and the supervisor. However, not all comments may need to be reviewed every pay period. It is up to each supervisor whether they choose to review all comments every pay period. Supervisors may want to consider running a time card history or punch detail history report on occasion to easily see all comments made by their employees.
4. What if I find an error on an employee's time card?
   a. You need to call or email the employee and ask them to make the necessary correction. Do NOT approve the time record until it has been corrected and approved by the employee. If the employee is unable to make the correction due to an absence, you may make the necessary correction and approve it yourself. You should notify the employee whenever you have made a correction on their time card.
5. What if my employee needs to make a change on a record after I have already approved it?
   a. You will have to unapprove the record by highlighting it and going to ACTIONS > EDIT. Once the EDIT screen comes up, click on SAVE. This will change the approval level back to 0 allowing the employee to edit or delete the record.
6. What is my deadline for getting all my employees' time cards approved?
   a. You must have all of your approvals done no later than 10 a.m. on the second business day after the end of the pay period. This will generally be Tuesday unless Monday is a holiday.
7. What if I find a correction that needs to be made after the deadline?
   a. You will have to contact your local Human Resources office and ask them to unapprove the record so that it can be corrected. If it is too late for Human Resources to allow any additional changes, the correction will have to be made in the next pay period.
8. How do I make corrections for a prior pay period?
   a. You must document the necessary correction in an email to your local Human Resources Office. Human Resources will then update the history in Kronos to reflect the change and will make the change in NIS on a future pay check date.
9. What if I am going to be away from the office when time cards are due?
   a. Kronos is internet-based so if you are working at another location that has internet access, you can do your approvals from that site. If you are on vacation or sick leave,

you need to make arrangements with another supervisor to do your approvals for you. You may NOT give your ID or PIN to another supervisor! Instead, contact Human Resources and they will give that supervisor access to review and approve your employees' time cards during your absence.

10. Can I ask one of my employees to fill in and do the Kronos supervisory approvals for me?
   a. No, because that would put the employee in a position to approve their own time card as a supervisor. You may only designate your supervisor or a supervisor in a lateral position in comparison to you to cover your Kronos supervisor approvals during an absence. You must notify Human Resources about who will perform this duty in your absence so that the necessary security access can be granted.

11. How do I see if my employees worked overtime?
   a. The main genie view screen in Kronos will show any overtime hours worked or holiday hours worked that are being paid at time-and-one-half in the OVERTIME/HOL WORKED COLUMN. You can then see the details of when the overtime was worked by selecting the employee and viewing their full time card.

12. Can I see what date my employees actually made their entries in Kronos?
   a. Yes. From the employee's Time Editor screen, go to Options and select Audit Trail. This will show you all the changes made on the time card, when they were made and the ID of the person who made the change.

13. How do I approve my employees' time cards?
   a. After you have reviewed each time card and determined that it is accurate, go the main Hours Summary Genie View that you first see when you open Kronos. Under the Actions menu select Approve All. You should now see 2's in the Approval column for each employee indicating that all records have now been approved by you.

14. What happens if I don't have all my employees' time cards approved by the deadline?
   a. Human Resources will attempt to contact you and ask you to get your approvals done immediately. If Human Resources cannot reach you, they will try contacting your direct supervisor and ask him/her to approve the time. If this happens consistently, alternative arrangements may need to be made to ensure that supervisory approvals are completed by the deadline.

15. Some of the time records for my employee show in red, what does that mean?
   a. It means that there is a pay code on that record that requires your approval. For example, overtime hours must be approved by the supervisor so if an employee works overtime you will see those hours in red text.

16. What if I am not seeing the correct list of employees?
   a. Please contact your local Human Resources office to have them make the necessary corrections.

17. How will my new employees access Kronos?
   a. Human Resources will set up all new employees with the necessary access in Kronos. Once the new employee is set up, Human Resources will notify you and/or the employee and will provide the NIS employee number that will be used as the Kronos ID. The PIN will always be left blank the first time an employee signs on. The new employee will then be prompted to pick a PIN.

18. How will my new employees get trained on Kronos?

     a. Training manuals will be available but it will be up to you to actually show the employee how it works or ask a co-worker to show the new employee how Kronos works. There will be no formal classroom training for new hires.

19. Can I run a time card report for an employee?
     a. Yes. See your Kronos Manager Training Guide for details on how to run a time card report.

20. Can I run a report to see just the sick leave usage for my employees over a period of time?
     a. Yes, you can run the Punch Detail History report on just the sick leave pay code to review an employee's sick leave usage. Please see your Kronos Manager Training Guide for details on how to run a punch detail report.

TECHNICAL

21. Can I use the Forward and Back buttons on my internet explorer browser while using Kronos?
     a. No, using the Forward/Back buttons on your browser can cause numerous errors with the software. You should be using the internal navigational controls such as Cancel within the Kronos software.

22. Can I access Kronos from home?
     a. Yes, Kronos is a web-based program so it can be accessed anywhere with internet access. Simply type in the web address of http://www.dhhs.ne.gov/kronos to access the sign on screens for the Kronos employee site. Time spent updating time cards from home would NOT be considered as work time.

23. What is the ideal screen resolution for viewing Kronos?
     a. The ideal screen resolution is 1024 X 768. This will allow you to see all the information on the screen without having to scroll back and forth.

24. What is my Kronos user ID?
     a. Your user ID for Kronos is always going to be your NIS employee number (also referred to as your NIS address book number or your employee ID number). This is a six or seven digit number that uniquely identifies you. For most employees, this number is printed on your employee identification card. If you're not sure what your NIS employee number is, please contact your local Human Resources Office.

25. What are the PIN requirements?
     a. Your PIN must be 6 – 10 characters long and can be any combination of letters, numbers or both. The PIN is case sensitive.

26. How often will my PIN expire?
     a. Your PIN will expire every 90 days but you can change it at any time by clicking on the Change PIN button in the upper left-hand corner.

27. Will Kronos give me a warning before my PIN expires?
     a. Yes, Kronos will give daily warnings starting 7 days before your PIN expires. You can click on the Change PIN button when you first see the warning or you can wait until the day it expires. If you wait until it expires, Kronos will prompt you to change your PIN before you can sign on.

28. What if I forget my PIN?
     a. You can contact the help desk at 402-471-9069 or 1-800-722-1715 and ask them to reset your Kronos Manager PIN. Make sure you specify that you want your Manager

PIN reset. Otherwise, they may reset your employee PIN by mistake. You will need to provide the help desk with your Kronos user ID. Once they have reset your PIN, you will sign on to Kronos by entering your ID in both the ID AND the PIN fields and then clicking "Sign In". Once you are signed in, you will then need to click on the Change PIN option in the upper left hand corner and select a new PIN.

29. Can my employee PIN and my manager PIN be the same?
   a. Yes. You can select the same PIN for both the employee and the manager sites.
30. Where can I find additional information?
   a. This document will be updated frequently with more questions and answers. It will be posted on the Kronos website (http://www.dhhs.ne.gov/kronos) under the Useful Documents section.
   b. You may also want to refer to the Kronos Training Manuals, the *Glossary of Payroll Terms* or other documentation on the Kronos website.
   c. Your local Human Resources office should also be able to answer your questions or you may call the main Human Resources office in Lincoln at 402-471-9240.